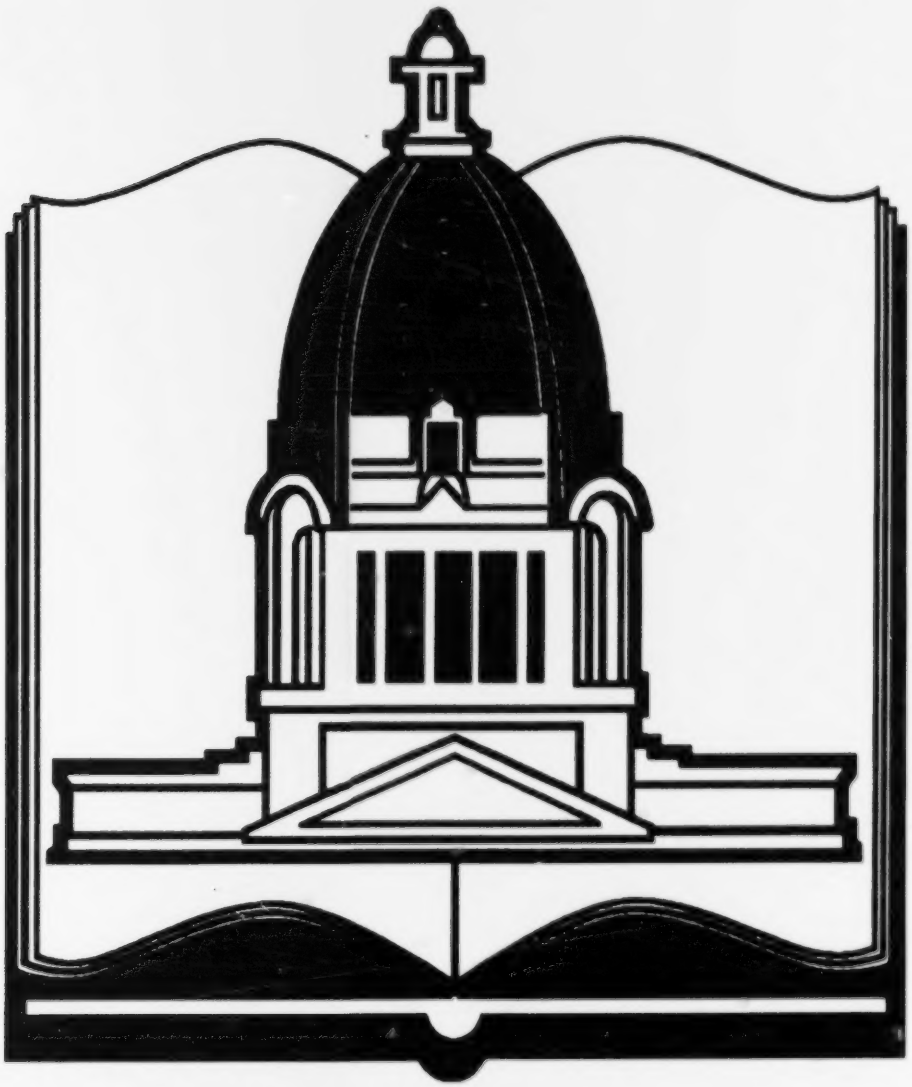
Saskatchewan
Legislative
Assembly

Annual Report

Saskatchewan
Legislative Library

for the period ending
March 31, 2004



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Annual Report

Saskatchewan Legislative Library

for the period ending March 31, 2004

Saskatchewan
Legislative Library

Office of the
Legislative Librarian

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November 15, 2004

The Hon. Myron Kowalsky
Speaker of the Saskatchewan Legislative Assembly
Room 129, Legislative Building
Regina, SK S4S 0A2

Dear Mr. Speaker:

I am pleased to present to you the Library Annual Report for the period ending March 31, 2004 for tabling in the Legislative Assembly.

Highlights of the library service for this period include:

- Implementation of a new MLA Direct User News Service.
- Continued increase in demand on the Reference Service to reply to complex research requests.
- Foundation work for Library Disaster Plan.
- Completion and publication to the Legislative Assembly Internet site and the Members' Portal of MLA Maiden Speeches Index.

Of special notice this year is a new table identifying the Library's progress toward the goals and objectives identified within the context of the Legislative Service Draft Strategic Plan.

The report continues to be produced on acid free, permanent paper.

Sincerely,

Marian J Powell

Marian Powell
Legislative Librarian

MJP/kh

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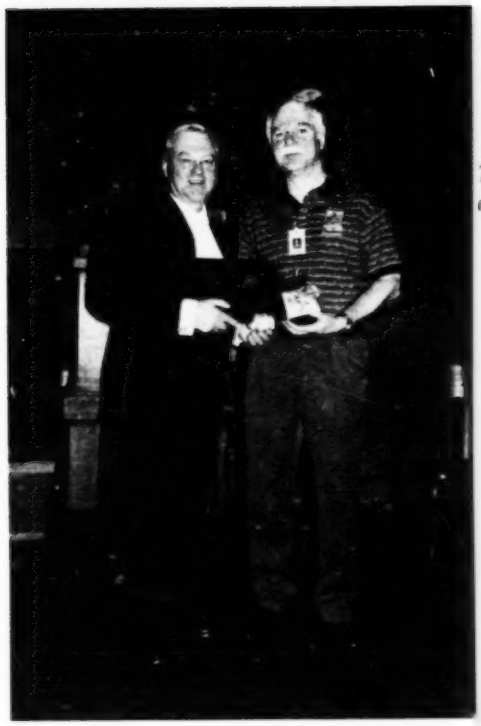


Tim Prince receives his 20 year long service award from Mr. Speaker on June 25, 2003

Anne Hoffmann receives her 15 year long service award from Mr. Speaker on June 25, 2003

Staff meeting in the new multi-purpose area in Library Support Services at the Walter Scott Building

SECTION 1: Organizational Overview

1.1 Mandate, Roles and Responsibilities

The mandate of the Library is to provide library services to the Legislative Assembly. The Legislative Library is governed by Section 68.4 of *The Legislative Assembly and Executive Council Act* and by the *Rules and Procedures of the Legislative Assembly of Saskatchewan (2003).*

The modern mandate of the Legislative Library was established by the Assembly's adoption of the recommendations in the Report of the Special Committee on the Review of the Legislative Library, 1981. The recommendations specify that:

- *The principal role of the Legislative Library is to provide a parliamentary library service to all Members of the Legislative Assembly and their staff.*
- *The secondary role of the Legislative Library is to serve the people of Saskatchewan by making available the benefits of this special research and legislative collection, where these benefits cannot be obtained elsewhere.*
- *Relative to other government departments or departmental libraries, the Legislative Library should continue its co-operative and helpful relationship, without assuming any senior, authoritative or managerial responsibilities for these libraries.*

Given this broad mandate, the Library has clarified its priorities and policies to ensure the precedence of Members and Officials of the Legislative Assembly (see Section 3.5: Clientele and Service Policy).

Priority Service to MLAs

The Library strives to serve all sectors of its mandate, while giving priority to legislative clients. Twenty-four hour access is available to MLAs through the Library's answering machine, fax machine, and e-mail (reference@legassembly.sk.ca). Members of the Legislative Assembly receive priority over any other clients in determination of work scheduling.

1.2 Planning Context

1.2.1 The Legislative Service Draft Strategic Plan

The Library operates within the framework of the Legislative Service draft strategic plan. The draft plan includes four high level goals. All of the activities carried out by the Library move the service forward on one of the following fronts:

- Goal #1: Foster an effective legislature
- Goal #2: Provide improved services to MLAs

- Goal #3: Sustain and enhance the institution of parliament
- Goal #4: Be an effective responsive organization

As part of its ongoing commitment to the Legislative Service strategic planning initiative, and keeping in mind the mandate, roles and responsibilities authorized by the Legislative Assembly, the Library has articulated its mission as follows:

> *The Legislative Library supports the Saskatchewan Legislative Assembly and its Members by delivering accurate, timely and non-partisan information services and by selecting, acquiring, organizing, preserving, and providing access to appropriate material resources to support such services.*
>
> *The Library serves the citizens of Saskatchewan by making available the benefits of its specialized research and legislative collection where these benefits cannot be obtained elsewhere, and by establishing and maintaining co-operative and helpful relationships with other government departments or departmental libraries.*

For the past few years the Library, along with the other branches of the Legislative Service, has provided the Board of Internal Economy with a statement of goals and objectives for the coming fiscal year to accompany the Legislative Service budget request. The following table summarizes the Library's performance toward the goals it identified for the 2003-2004 fiscal year and shows how those goals (identified as "Library Actions" in the table) align with the objectives of the Legislative Service Draft Strategic Plan:

Goal 1: Foster An Effective Legislature		
Legislative Service Objective	**Library Action**	**Status as of March 31, 2004**
Make Legislative records and information more accessible	Establish new Library records management procedures.	Defined new Library record retention guidelines and internal policy for managing e-mail files. Began writing procedure manual for these processes. Began project to transfer several years' backlog of files to Saskatchewan Archives Board

Goal 2: Provide Improved Service to MLAs		
Legislative Service Objective	**Library Action**	**Status as of March 31, 2004**
Improve use of information and communication technology to improve quality and timeliness of information and advice to Members	Conduct pilot project to determine feasibility of offering Members direct access to their own accounts with the service currently used to provide the current awareness news service	Pilot project completed and new service implemented.
	Identify options for short-term project to convert card catalogues to machine-readable form	Surveyed the work remaining to be done and broke it down into several sub-projects. Identified which parts of the work are best done with in-house staff and which could be out-sourced. Identified a Canadian service provider who would be able to perform the work and conducted a site visit.
Continual improvement in financial and material resources and services to Members (The primary material resource the Library provides to Members is its collection of print and electronic resources)	Review the Collection Policy and draft revisions reflecting increased importance of electronic materials.	First draft revision complete. Ongoing.
Goal 3: Sustain and Enhance the Institution of Parliament		
Legislative Service Objective	**Library Action**	**Status as of March 31, 2004**
Foster awareness and knowledge of the Legislature	Prepare new brochure describing Library's current services and resources	Began preparation of new brochures describing current services and circulation policies in September 2003. Ongoing
	Investigate and report on feasibility of including introduction to Library resources and services to new constituency office staff as part of their general orientation to the Legislature	Began preparation of new orientation materials for constituency office staff in October 2003. Ongoing

Goal 4: Be an Effective, Responsive Organization		
Legislative Service Objective	**Library Action**	**Status as of March 31, 2004**
Continue the implementation of planning, performance management and reporting in the Legislative Service	Continue to develop strategic plan for Library in conjunction with Legislative Service plan	Redesigned Library Annual Report to align reported events with the Legislative Service Strategic Plan Incorporated new Library goals and actions for coming years into the structure of the Legislative Service plan. Ongoing.
Improve our ability to deal with emerging issues	Update list of disaster contacts as initial step in development of comprehensive disaster plan	Complete
	Identify solutions to environmental problems in Walter Scott stack area	Installed new high-tech monitoring devices for more accurate recording of temperature and humidity fluctuations. Ongoing.

The specific goals identified in this table do not address the performance of the routine core work of the Library, which is detailed in the following pages, along with other opportunities which arose and milestones which were achieved during the report period.

1.2.2 Current Challenges

- Adapting to the increasing complexity of library work occasioned by the rapid expansion of electronic information resources has been the Library's biggest challenge over the past few years. Once again, the total number of information requests handled by the reference librarians has declined, reflecting a general trend toward user self-sufficiency made possible by the increased information available on the Web. But once again, the proportion of complex questions requiring extended periods of professional research to answer increased.

	2002/2003	2003/2004
Total inquiries	3042	2670
Inquiries requiring 15 minutes to several hours to answer:	1018 (33.46% of total)	914 (34.23% of total)

- The demand for professional librarian services to support various services offered exclusively to Members remains steady.

- The number of librarian hours available to handle this workload has declined by the equivalent of one FTE since 2001/2002.

- This situation affected the Library's ability to meet desired targets on a number of strategically significant activities which influence its ability to maintain and improve timeliness and quality of the information provided to Members, such as:

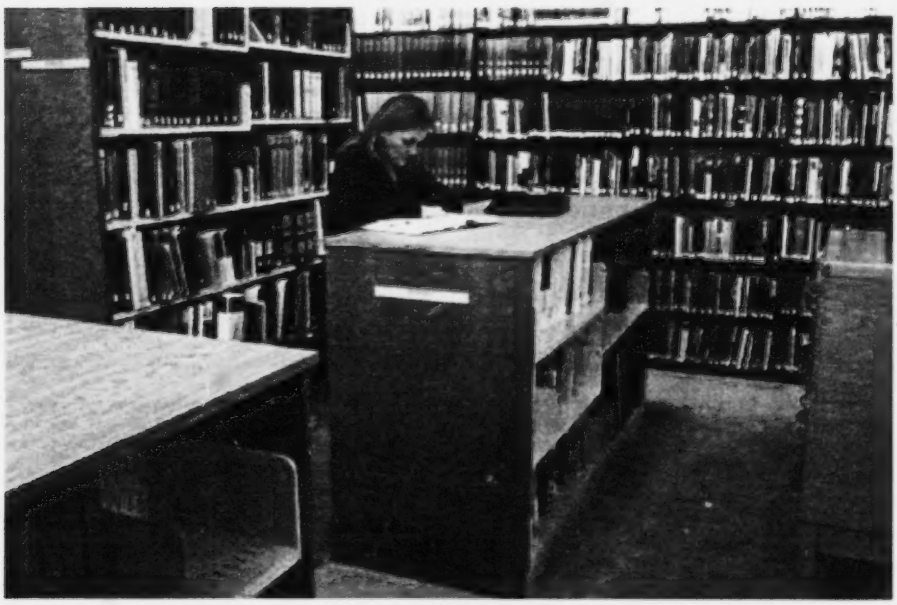
    - Refreshing the design and content of the Library's pages on the Assembly's Web site.
    - Saving the time of Members and their staff by adding value to information provided by, for example, summarizing and tabulating information from multiple sources.
    - Ensuring that the Library's collections meet Members' needs by timely selection of new materials for purchase and by regular and systematic review, identification and removal of outdated, inaccurate or misleading materials.
    - Incorporating the listings from the card catalogues into the online catalogue in order to provide a single point of access for all the Library holdings and further saving time for the user.
    - Developing and deploying methods to assess the importance to Members and staff of various Library services in order to make informed decisions about the suitability of the existing suite of services in relation to actual client needs.

- Accommodation and physical security of the collections continue to provide challenges.

    - Shelf space in the Reading Room on the second floor of the Legislative Building is at a premium, and staff often have difficulty making room for new materials. Shifting older or less-used materials to the mobile storage facility in the Walter Scott Building provides at least a temporary solution, although space in that facility is also filling up. During the current report year, a committee of staff from the Reference and Circulation section established a number of short, medium and long term goals to address space issues in room 234. Staff have already made some progress toward these goals:

- A proposal to replace two of the waist-high shelving units in the stack area in room 234 of the Legislative Building with 7-foot units was developed and approved. This will be accomplished at minimal cost, since the Library already owns most of the required components. The installation will be completed in the next report year.
- A section of materials that receives relatively less use than others was identified for relocation to a storage area. The move will be completed during the next report year.

- High humidity levels in the mobile storage facility during the summer have been a problem for a number of years. Monitoring of the situation improved during the current report year with the purchase and installation of data loggers to replace the obsolete hygrothermographs. The new equipment is less expensive to operate and provides more accurate reports of fluctuations in temperature and relative humidity.



Library staff member works at waist-high shelving

SECTION 2: Organizational Performance

The Legislative Service draft strategic plan identifies a number of objectives under each of its four primary goals. The Library's contributions to the achievement of these objectives during the current report year are detailed below. The objectives are taken in the order in which they appear in the Legislative Service draft strategic plan, which does not necessarily reflect the priority given to the work by the Library.

Election Year

The year 2003 was an election year. Elections always have a negative impact on the Library's traditional quantitative measures of staff activity in Members' Services, Reference, and Circulation:

- Specialized services for Members are suspended the moment the election is called, and take several months to return to full strength afterward because interest profiles must be developed for new Members and profiles for returning Members require major updates to match new cabinet, committee or critic assignments.
- When a Member's interest profile changes, it takes on average 5 hours to process the updates to each service to which the Member has subscribed.
- Caucus and constituency staff who normally make heavy use of Library reference services are redeployed to the campaign effort and spend more time in the field than in the Library.

Election Information Projects

While elections bring reductions in the number of reference questions handled, the number of materials circulated, and the number of current awareness products compiled and distributed, elections also generate additional special tasks and projects. For example, during and immediately following the 2003 election campaign, Library staff:

- Collected, organized and filed campaign materials from all candidates in all constituencies.
- Monitored, copied, and filed election coverage from provincial weekly newspapers for each constituency.
- Prepared brief biographical sketches of the new and returning Members and posted them on the Legislative Assembly intranet for internal use by Legislative Service staff.
- Created a montage of photographs of the new and returning Members for use by Legislative Service staff until the official composite photograph becomes available.
- Prepared new Library orientation materials in preparation for Members' orientation sessions.

The above tasks are routinely carried out in every election year. During the 2003 election, two notable special projects were completed:

- **MLA Maiden Speeches** A complete list of Members' maiden speeches from 1947 through 2003 with references to the pages of Hansard where the transcriptions are found was completed by reference librarian Tim Prince. The list includes clickable links to the electronic version of Hansard for the years for which electronic Hansard is available. The document is available on the Members' E-Services Portal and is also available to the public on the Legislative Assembly web site.
- **Constituency Profiles** Profiles of each constituency were compiled which include information on electoral history, population and labour force statistics, and listings of local histories and newspapers covering the communities in the constituency. A SIAST work placement program participant, Nora Gardner, assisted with the project.

2.1 Accomplishments by Goal

2.1.1 Goal 1: Foster an effective legislature

Objective: Make Legislative records and information more accessible

In this report year the Library completed a records management project begun the previous year. Traci Willis, Administrative Assistant to the Legislative Librarian, with the assistance of Records Management Assistant Rebecca Best, organized a backlog of several years of accumulated paper files and completed the documentation to request permission for disposal from the Saskatchewan Archives. They also documented the process so that the work will be handled consistently in the future. This was the first phase of an ongoing commitment calling for regular annual transfer of all applicable records to the Saskatchewan Archives Board.

Objective: Best practices—learn from developments in other legislatures

Since 1998 the Legislative Library, with the support of the Information Systems Branch, has hosted a listserv for Canadian Legislative Library directors and Web site for the Association of Parliamentary Libraries in Canada (APLIC). Participation in the original listserv remains restricted to directors but in June 2003 a second listserv, APLIC2, was set up for staff in order to facilitate sharing of solutions to common challenges among parliamentary library staff across Canada.

2.1.2 Goal 2: Provide Improved Services to MLAs

Most of the routine daily work done by Library staff addresses this goal. New books, government documents, periodicals, and electronic resources are selected, acquired and catalogued with a view to their potential for enhancing the information services provided to Members. Reference Services personnel strive to save Members' time by providing reliable, timely responses to Members' immediate information needs. Members' Services personnel add a proactive element as they design and compile weekly current awareness packages and constantly scan the marketplace for new electronic service offerings to help Members stay on top of developments in the policy areas of greatest concern to them.

Objective: Determine a baseline for current levels of service and evaluate Members' current and ongoing needs

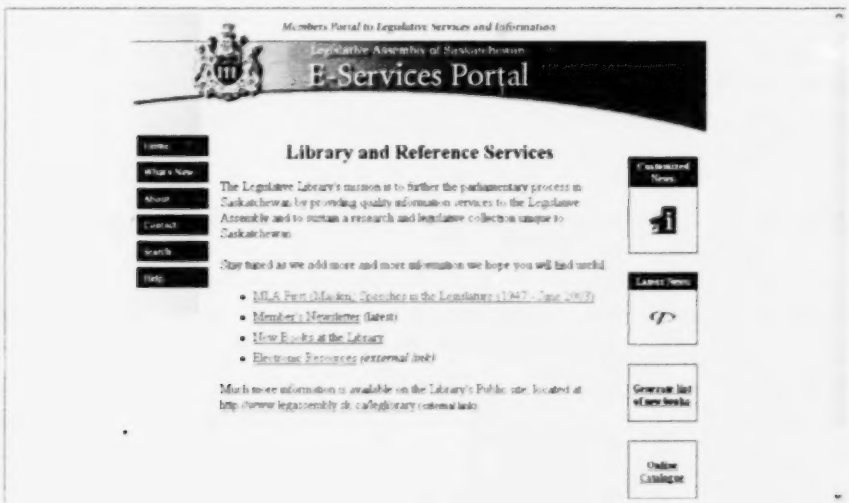
- Improvements to services to Members will tend to be haphazard and opportunistic rather than planned until the Library has a clear idea of Members' perceptions of the value and quality of the existing services. Furthermore, since much of the work the Library does for Members is transacted through intermediaries such as caucus researchers, constituency assistants and ministerial office staff, the Library also needs to take into account the services provided to these groups, which differ from the services offered to Members.
- Library staff are working on developing a short survey that will permit clients to indicate the importance they place on individual Library services and the degree to which they feel the Library's performance matches the importance they attach to the service. During the current report year, draft versions of the survey were administered to two client groups. The groups were very small, but the results were nevertheless instructive. Both groups indicated a strong desire for more access to licensed electronic resources from their own offices, as well as dissatisfaction with library equipment and with hours of service. Both groups also rated the availability of traditional, face-to-face reference service as extremely important, and gave a high rating to the reference staff's performance.
- The Library has already addressed some of the issues which were causing dissatisfaction: new public access computers and printers were installed in the Reading Room, and desktop access to a large number of licensed electronic resources was provided as described later in this report.

Objective: Improve use of information and communication technology to improve quality and timeliness of information and advice to Members

- The Direct User News Service, based on CanWest Global's Special Edition product, was added to the Members' Current Awareness Services menu this year. Special Edition is the service that Members' Services staff use to supply Members with customized press coverage on topics selected by the Member. Direct User News Service allows individual Members to have their own private, password-protected accounts on Special Edition so that they can monitor news on any topic they choose, in complete privacy. The service requires an initial consultation with the Members' Services Librarian to set up the account and create personal interest profiles which the Members may later change as they please. Members access the service in a number of different ways – on the web, by means of e-mail alerts, or through the Members' E-Services Portal (where the service is identified as "Customized News") – according to personal preference.

- **Performance indicator:** The initial goal for this initiative was to conduct a pilot project to determine feasibility of offering this service. The pilot project ran so smoothly that it proceeded to full implementation sooner than planned. By the end of this report year, 22 Members were registered for the Direct User News Service.

- Desk-top access to licensed electronic resources has been one of the most frequently-requested enhancements to the Library's services, particularly by caucus and Executive Council staff who need access to Library materials outside of normal Library service hours in order to accomplish the work they do for Members. By the end of this report year, the Library was providing clients with the ability to use the barcode number on their Legislative Library borrower cards to log on to a wide variety of full-text databases and other information resources licensed through the Multitype Database Licensing Project of the Multitype Library Board. The technology behind this service enhancement is the Remote Patron Authentication (RPA) system hosted by the Provincial Library. The Legislative Library is grateful to our colleagues at the Provincial Library for the special efforts they made to implement and stabilize the RPA system at a time when they were faced with the challenges of relocating staff and systems to new quarters.
- In December, 2002, Library staff provided some preliminary content for inclusion in the demonstration version of the Members' E-Services Portal, a cross-branch project spearheaded by the Information Systems Branch. Subsequently, three members of the Library staff have participated in the work of the committee charged with developing content for portal. In the current report year, the Library delivered a number of new products to the Members' desktops by means of the portal. These include:



  - *MLA First (Maiden) Speeches in the Legislature (1947 – June 2003)* by reference librarian Tim Prince is a new product created to save time for new MLAs looking for models when preparing their own maiden speeches. The *Maiden Speeches* site provides the page number where the speech appears in *Hansard*, with links to the electronic version for speeches made in those years for which electronic versions of *Hansard* exist.

  - *Legislative Library Command News* is a commercial news feed licensed from Press News, a subsidiary of Canadian Press. The *Command News*

offering consists of a rolling series of twelve news stories selected for their potential interest to Members. The filter which extracts the most relevant news for display on the portal was developed by Members' Services Librarian Maria Swarbrick working with technical staff from Canadian Press. *Command News* provides the most timely notification of news events of all the Library's current news offerings, providing real-time access to breaking news at the same time that the news is being sent to newsrooms across Canada. Staff have observed that occasionally a story has appeared on *Command News* as much as three days before it appears in the local print media.

- The *Direct User News Service* described on page 15 is also available to participating Members through the portal.

- The Library continues as a founding partner of the Regina Library Information Network (RegLIN), a multi-library, multi-institutional computer network for automated library services incorporated under the *Saskatchewan Non-Profit Corporations Act*. The Legislative Librarian is Vice-Chair of this consortium. The holdings of the six member libraries can be searched using the same catalogue interface. Online access to these collections enables the Library to identify and quickly acquire relevant, locally owned materials to meet Members' needs. A new release of the system software was installed in June, 2003, and a patch to that release was installed in November 2003.

- Library staff continue to work on transferring the records in the old card catalogues to the online catalogue as time permits, but despite a large increase in this activity during the current report year the process is likely to take many years to complete without additional staff resources. Some 30,000 titles in the Library's collection are still not included in the online catalogue. This results in Library users frequently failing to identify all of the materials that are of interest to them, since few readers persist in their search beyond their initial search of the online catalogue. Senior library staff are investigating Canadian companies that perform catalogue conversions projects on a contract basis in order to determine whether the remaining work can be completed sooner through outsourcing.

Objective: Continual improvement in financial and material resources and services to Members

- The Library's collection is the primary material resource that it provides to Members. It is developed specifically to meet the information needs of Members. All of the services provided to Members and other Library clients are founded on the materials in that collection, whether these be print, microform, or electronic in format. Many of these materials are owned outright and are freely available on the shelves, but an increasingly important part of the collection, comprising most of the fee-based electronic resources, are merely licensed for specific periods of time either by the Library itself or by a purchasing consortium such as the Multitype Library Database Licensing Project in which the Legislative Library participates.

- One of the goals set by the Library for the current report year was to review the Collection Policy and to draft revisions reflecting the increased importance of electronic materials. The existing policy has not been reviewed since it was adopted by the Board of Internal Economy in 1983. One complete revision has been drafted, and the draft will be refined in consultation with the librarians during the next report year.

- Staff in the Library's Support Services section specialize in acquiring, organizing, preserving, and providing access to the information resources selected by the librarians.

  - **Performance indicators:** Library staff added 5,769 new book volumes to the collection during the report year, and checked in 48,134 separate issues of periodical publications.

  - Library staff transferred catalogue information for 2670 items from the old card catalogues to the web-based Voyager catalogue.

  - The total number of titles added to the Voyager catalogue, including those transferred from the old card catalogues, was 6,422, an increase of 11.62% over the previous year.

Support Services staff also devote much effort to upgrading and maintaining the quality of the catalogue database on the Voyager system. For example, whenever a book is transferred from one part of the Library to another, a staff member has to update the corresponding record in the database so that the correct location of the item is displayed when a user looks it up in the catalogue. The limited space for collections in the main Library area in the Legislative Building means that transfers of materials to other locations and the work needed to maintain accurate location information in the catalogue database is an ongoing and significant task.

- **Performance indicator:** Library staff updated or upgraded 24,267 records in the catalogue database in the current report year, an increase of 39.99% over the previous report year.

- The sudden financial collapse of the Library's subscription agent in December 2002 resulted in significant disruptions in the delivery of magazines and newspapers during much of 2003/2004 despite the best efforts of staff to minimize the negative impact on services and collections. In July 2003 the Library selected Ebsco Canada Ltd. as its new subscription agent and immediately began the complex task of re-establishing its subscriptions and identifying gaps in holdings resulting from services lapses that followed the collapse of the old agent. By the end of the report year most subscriptions had been re-started and materials were being received on a regular basis.

The task of identifying missing backfiles that need to be filled in order to preserve the integrity of the collection proved to be more difficult than expected, and completion will be delayed until the next report year.

- This delay in purchasing back issues to fill the gaps in the magazine subscriptions allowed the Library to make another important addition to the collection instead. Twenty years of microfilm backfiles covering the years 1948 through 1967 of the *Saskatoon Star-Phoenix* were purchased to augment the partial backfile that was obtained several years ago from the Provincial Library when that organization dispersed its collections. These materials are not available elsewhere in Regina. This purchase has made it possible to fill client requests much faster and without additional courier costs, than was possible when the material had to be shipped in by courier from Saskatoon.

- One important purpose of the Members' Current Awareness service is to make Members aware of new resources that have been added to the collection in their personal areas of interest. The magazine title page service, the new book alerts service, and the weekly profiled database scans all serve this purpose. The Members' Newsletter also provides recommended reading on topics of more general interest to all Members.

- **Performance indicators:** At the end of the report year, 27 Members had interest profiles running weekly against a number of commercial databases. The number of requests for retrieval of complete articles from the citations retrieved this year was 440.

- Every month during the current report year, staff were asked to provide copies of an average or 19 periodical articles selected from the magazine title page service by the 35 Members receiving this service.

- 41 Members were receiving alerts of new books matching their personal interest profiles. Members borrowed 173 new books in response to these alerts.

- During the election campaign period, customized service update packages were prepared for each of the 58 new or returning Members. The constituency profiles described above formed part of these packages.

- Three issues of the Members' Newsletter were produced, containing articles about information resources on topics ranging from media and politics to summer travel in Saskatchewan.

Donations to the Collection

- The Legislative Library collection benefits from donations by individuals, associations and government departments. Any donated items which do not correspond to the Library Collection Policy or which duplicate works already in the Library collection are shipped to the Canadian Book Exchange Centre of the National Library of Canada which makes them available to other libraries.

- Each year the library receives useful donations from the Lieutenant Governor's Office, the Speaker's Office, the Premier's Office, Executive Council offices and the Legislative Assembly Office. During this report year donations were also received from the Saskatchewan Department of Highways and Transportation; the Saskatchewan Aboriginal Affairs Library; Mr. John Burton, MP for Regina East Constituency (1968 – 1972); Mrs. Bobbie McMillan, Saskatoon; and Mr. and Mrs. W. Quick, Regina.

2.1.3 Goal 3: Sustain and Enhance the Institution of Parliament

The Library's involvement in sustaining and enhancing the institution of Parliament are focused on fulfilling its legislative mandate to serve the public and to make available its specialized resources that are not available elsewhere. The Library's mandate to preserve and make accessible the published heritage of the Saskatchewan government as defined in section 68.4 (5) of *The Legislative Assembly and Executive Council Act* is the foundation of the most important of these specialized resources. Additional activities in support of this goal include participating in educational activities of the Legislative Service such as public servant tours and maintaining a web page listing a variety of resources on parliamentary democracy.

- **Performance indicator**: 5 public servant tours, attended by 110 participants.

The Library also receives many invitations for staff to participate in a consultative capacity in the work of various interdepartmental committees in executive government, and accepts these invitations in the spirit of its mandate to maintain co-operative and helpful relationships with other departments or departmental libraries.

Objective: Foster awareness and knowledge of the Legislature

- One of the actions identified under this objective in the draft Legislative Service strategic plan is to establish visual identity and communication standards for all public communications by 2003. The Library participated in the work of the Communication and Visual Standards Policy Development Project committee from its inception. During the current report year Assistant Legislative Librarian Pat Kolesar took over as chair of the Committee after the departure of the original chair, Clerk Assistant Viktor Kaczkowski. The Committee submitted its report to the Clerk in January 2004.

- Library staff make a special effort to assist participants in the Saskatchewan Legislative Internship Program in their work for Members.

  - **Performance indicator:** Legislative Interns made 186 visits to the Library during this report period.

- The Legislative Library receives many visitors each year ranging from dignitaries to children on school outings. Most of the school visit groups to the Legislative Building visit the Library. Of note during this period were several special visitors: Rt. Hon. the Lord Morris of Aberavon, KG,QC; The Lord Bhatia, OBE; The Baroness Hooper; Mr. Frank Roy, MP (Motherwell and Wishaw), UK; Mr. Bob Laxton MP (Derby North) UK; Mr. Wayne Tunnecliffe, Clerk of the Legislative Council, Victoria, Australia; Robert Bryce, University of Tasmania, Hobart.

Objective: Enhance Members' Professional Development Opportunities

- The Library provides Members attending legislative conferences with kits of background documents dealing with procedural and topical information appropriate to the conference program. The information generally takes the form of current magazine, book and newspaper articles representing a balance of opinion on the topics under discussion at the conference. The kits are prepared under the direction of the Members' Services Librarian, and many staff contribute in different ways. In the current report year, kits were prepared for 9 parliamentary conferences. On average, each of the 9 conference kits took 79.86 hours of work by librarians and support staff to produce. A full list of the conferences thus supported is provided in section 3.4 of this report. One notable innovation this year was the collaboration of staff from the Library and the staff of Saskatchewan Government Relations and Aboriginal Affairs in the production of the briefing kit for the Midwestern Legislative Conference held in Milwaukee in August 2003.

  - **Impact Statements:** "The overall package was great, and the bio material was particularly useful for the meetings."
  - "The conference was excellent and the joint briefing book was very good."
  - Response to question on evaluation form distributed with kit: Do you have any suggestions for improving any future Background Papers/Kits? "No—they are getting better every year!"

Objective: Sustain mandated services to external stakeholders.

This objective is not part of the general Legislative Service draft strategic plan. It is a Library-specific objective developed with the Clerk, in order to recognize the effort required to fulfill the parts of the Library's legislated mandate that do not specifically address the information needs of Members.

- **Saskatchewan Government Publications Deposit**

  Under section 68.4 (5) of *The Legislative Assembly and Executive Council Act*, all Saskatchewan government departments, boards, commissions and agencies are required to deposit with the Legislative Library six copies of all publications issued under their authority to the public. Two copies remain the property of the Legislative Library, two copies are provided to the two offices of the Saskatchewan Archives Board for permanent retention, and two copies are used to fulfill exchange agreements with the National Library of Canada and the Library of Congress.

  - **Performance indicator**: In the current report period, Saskatchewan government agencies deposited 1170 monographic and serial titles, an increase of 15.61% over the previous report year.

  Given the decentralised nature of publishing in the Saskatchewan Government, the task of tracking down publications and receiving the required copies presents a considerable challenge. The increase in the number of titles deposited this year owes as much to the persistence and tenacity of Support Services Manager Gina Abel than it does to the issuing agencies' voluntary compliance with the legislation. The continuing refusal of some agencies to provide any electronic publications under the deposit requirements of *The Legislative Assembly and Executive Council Act*, even when the Library is able to identify their existence, remains a disturbing trend in light of the trend away from print toward electronic publication of Saskatchewan government publications. Future access to many publications may be in doubt while publishing methods are in a state of flux, long-term stability of electronic media is unknown, and deposit requirements are under challenge.

- **Serving government departments and the people of Saskatchewan**

  After the needs of Members have been met, the Library assists the public by providing information from its specialized collections. Libraries in departments of executive government, as well as civil servants in departments that lack libraries of their own, also make use of the Legislative Library.

  - **Performance indicator:** Library staff handled over 1219 information requests from civil servants, lawyers, students, the press, and members of the public.

- **Impact Statements:** "I thought I would take this opportunity to thank you for the excellent research facilities at the Library, and the equally impressive staff, whose assistance and patience with my various requests are most appreciated." (Civil servant)

- I'm not sure the requirements quite fit, which is a pity, as I would nominate you for the Premier's Award for Excellence. According to the requirements, it seems you would have to invent something, so if you have, let me know. In any case, you certainly epitomize the 'service' in public service." (Civil servant)

- "The material you sent on my Grandfather arrived by mail Friday. Thank you very much. You are efficient, thorough and prompt. Couldn't ask for any more from a librarian." (Grandson of former MLA)

- "The staff at the Saskatchewan Legislative Library were extremely helpful, particulary Michele Howland, Jane Blackett, Leslie Polsom, Tim Prince, and Maria Swarbrick." (Janice MacKinnon, *Minding the Public Purse*, Acknowledgements, page xiv)

In addition to answering the specific information requests directed to the Library by the civil service and the public, Library staff maintain several pages on the Legislative Assembly's public web site where the public can go to obtain answers to some of the most commonly-asked questions.

- **Performance indicators:** In the current report year, there were 56,431 visits made to the Library's pages on the Assembly web site. This is an increase of 138.68% over the number of visits in 2000/2001, the most recent year for which comparable statistics are available.

- The Library's most popular web page continues to be the *Premiers of Canada* page, which received 6,907 visits. Visitors spent an average of 3 minutes and 48 seconds viewing this page.

2.1.4 Goal 4: Be an Effective Responsive Organization

Objective: Improve internal communication and knowledge transfer

- Library staff appreciate opportunities to participate in cross-branch activities with their colleagues in the Legislative Service. Their involvement in the work of the Members' E-Services Portal Project, and the Communication and Visual Standards Policy Development Project has been detailed elsewhere in this report.
- The Library continues to participate in the work of the Computer Management Committee which provides advice and makes recommendations concerning information technology policies, standards and practices, and assists the Clerk in making timely and appropriate institutional decisions on major information technology strategies, priorities, investments, and the information systems budgetary estimates. Assistant Legislative Librarian Pat Kolesar is a member of this committee.
- Library staff have always participated on a voluntary basis in cross-branch committees that work to create a happier and healthier workplace for everyone in the Legislative Service. Among these groups are the Social Committee (including Library representative Kim Heidebrecht) and the Occupational Health and Safety Committee (including long-time staff representative Gina Abel and management representative Pat Kolesar).

Objective: Maximize the potential of each employee

- The Library is proud of the loyalty and dedication of every one of its staff. Each year we join our colleagues in legislative service to celebrate those who have achieved milestones in long service to the Assembly. On June 25, 2003, Anne Hoffmann and Tim Prince received the long service awards honoring their 15 and 20 years of service respectively.
- Traci Willis, Administrative Assistant to the Legislative Librarian, and Joelle Perras, Client Services Assistant, left the Library in February, 2004 to pursue fresh challenges in Journals Branch after four and six years of service respectively. By the end of the current report year, competitions had been conducted for the resulting vacancies and new appointments will be made at the beginning of the coming report year.
- Since moving from the Legislative Building to the Walter Scott Building in 1998, the staff of the Library's Support Services section have faced a number of challenges related to office space that have made if difficult for them to function effectively. In December 2003, the Library was able to expand its space on the second floor of the Walter Scott Building to include a small adjacent office. This office provides the Director of the section with space to hold small private meetings and conduct confidential conversations with staff and vendors. The space formerly occupied by the Director was renovated to provide the staff with a multi-purpose space that is used for staff meetings and for special projects.

SECTION 3: Other Information

3.1 Legislative Library Staff

The Legislative Library has a permanent staff establishment of fifteen persons.

As of March 31, 2004 the following persons were members of the permanent staff:

Marian J. Powell, B.A., B.L.S.
Legislative Librarian

Patricia M. Kolesar, B.A. (Hons.), M.L.S.
Assistant Legislative Librarian

Bette Desjarlais, B.Ed., M.L.I.S.
Director of Support Services

Leslie J. F. Polsom, B.A., M.L.I.S.
Director of Reference Services

Maria Swarbrick, B.A., M.L.I.S., Law Clerk Certification
Members' Services Librarian

Jane Blackett, B.A., M.L.S.
Reference and Electronic Resources Librarian

Tim C. Prince, B.A., M.L.S.
Reference Librarian

Gina Abel, Library Technician Certificate
Support Services Manager

Kim Heidebrecht, Library and Information Technology Diploma
Client Services Manager

Anne Hoffmann, Library Technician Certificate
Support Services Technician

Chris Oxman, Library and Information Technology Diploma
Support Services Technician

Faye Prince, Library Technician Certificate
Government Publications Technician

Ivana Ruzic, Bachelor of Law
Support Services Assistant

The following people were employed on a non-permanent basis:

Jolene Antonishyn
Support Services Assistant

Shannon Hynds
Support Services Assistant

Megan Saum
Client Services Assistant

Liza Vidomski
Client Services Assistant

Justin Wong
Client Services Assistant

Pamela Yungwirth
Support Services Assistant

Resignations From Permanent Staff:

Joelle Perras, Client Services Assistant

Traci Willis, Administrative Assistant to the Legislative Librarian

Resignations From Non-Permanent Staff:

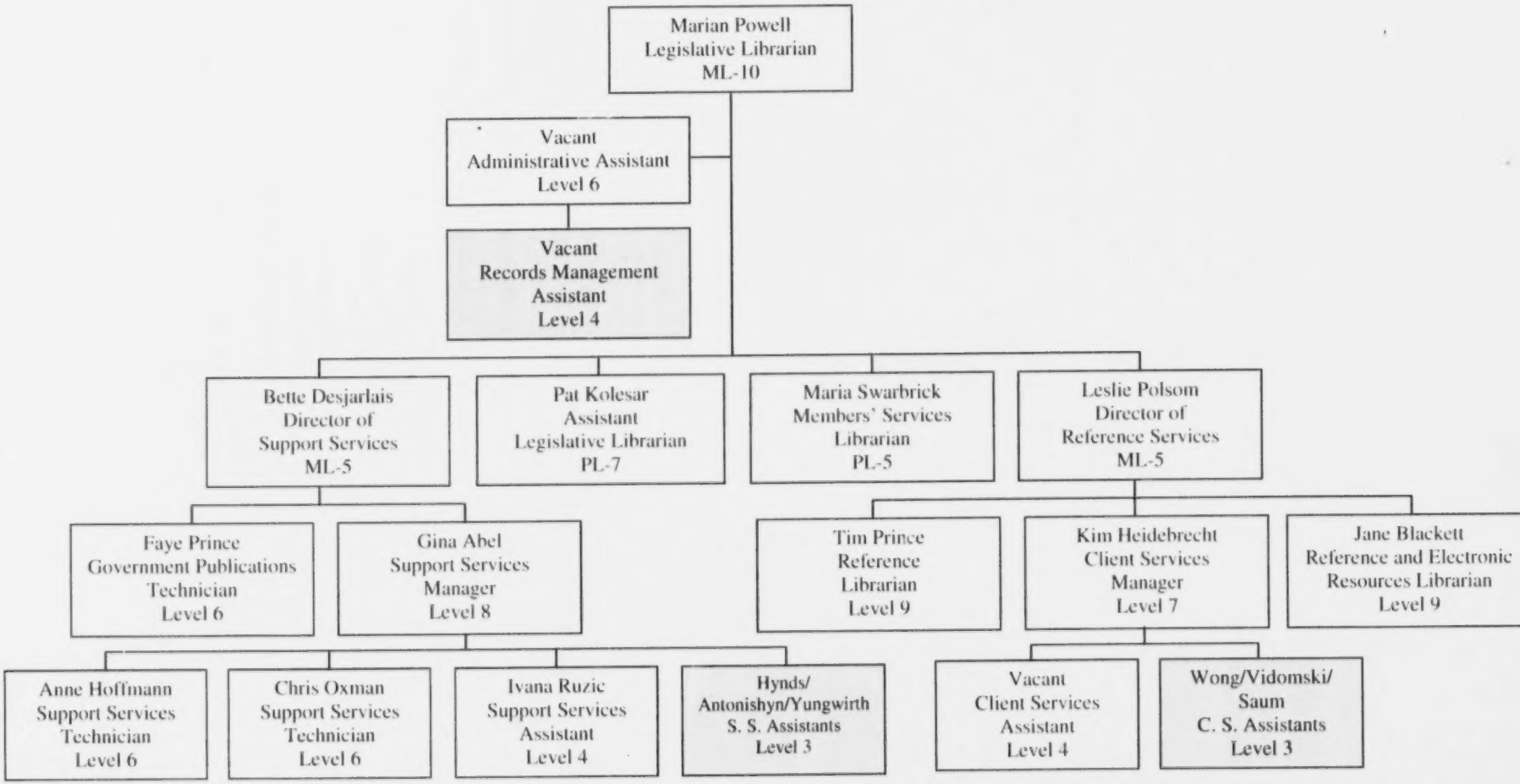
Rebecca Best, Client Services Assistant

Stephanie Christensen, Support Services Assistant

Tiffany Lai, Client Services Assistant

Nancy Patzwald, Client Services Assistant

Saskatchewan Legislative Library Organization Chart
as of March 31, 2004



3.3 Statistical Summary

Statistical Summary

Reference and Circulation Services	**2001/2002**	**2002/2003**	**2003/2004**[1]
Reference Inquiries	3297	3111	2680
Computer Searches	3565	3462	2651
Photocopy Services to Clients (copies)	24806	16148	12578
Out of Library Circulation	5596	4305	3735
In-Library Use	12077	8108	7329
Total Circulation	17673	12413	11064
Interlibrary Loans Borrowed for Library Clientele	390	476	305
Interlibrary Loans Requested by Other Libraries	118	329	297
Total Interlibrary Loans	508	805	602
Members' Current Awareness Services			
Newspaper Clipping Service (articles provided)	43283	67858	46028[2]
Periodical Contents Service (title pages provided)	2881	3344	2557
News Headlines Service/Online Information (citations provided)	66732	80028	37347
New Book Alert (title pages provided)	11551	7232	5518
Direct User News Service/Special Edition (Registered clients)	-	-	31[3]
Support Services			
Materials ordered (titles)	929	862	1182
Government Publications Received (items)	39006	24528	29312
Serials and Periodicals Received (items)	21724	25935	20123
Cataloguing (titles)	4123	5664	5718
Binding (volumes)	70	163	107
Materials Withdrawn (items)	20905	16197	11030
Listed for Duplicate Exchange	494	544	688
Distributed in Saskatchewan on Exchange	414	290	313
Clippings Added to Newspaper Clipping File	127085	90556	48176
Saskatchewan Deposit Program			
Government Publications Received (titles)	976	1012	1170
Government Publications Sent to Micromedia	914	705	840

[1] Election November 5, 2003
[2] May 2003 was the first month that the current awareness newspaper articles were all produced from electronic service
[3] New service introduced April 2003

3.4 Information Kits Prepared to Support Delegate Attendance at Parliamentary Conferences and Seminars 2003-2004

Incoming UK Parliamentary Visit
June 5 – 8, 2003

KIT: *Saskatchewan Tour Guide*: *Regina to the Qu'Appelle Valley*

Delegates: Hon. Mr. Speaker Kowalsky

Rt. Hon. the Lord Morris of Aberavon,
Leader of the Delegation and House of Lords

The Baroness Hooper,
Member of European Parliament (Conservatives) and House of Lords

The Lord Bhatia, House of Lords

Mr. Robert Walter Esq., MP
House of Commons, Member for North Dorset

Mr. Frank Roy Esq, MP
House of Commons, Member for Motherwell and Wishaw (Scotland)

Mr. Robert Laxton Esq., MP
House of Commons, Member for Derby North

Ms. Carol Chafe
Executive Secretary, Canadian Branch, Commonwealth Parliamentary Association

Ms. Karen Thriepland
Logistics Officer, International and Inter-Parliamentary Affairs, Parliament of Canada

Ms. Linda Spence
Secretary to the Saskatchewan Speaker

713th Wilton Park Conference
Commonwealth Parliamentary Association
West Sussex, England
June 9 – 12, 2003

Delegates: Mr. Krawetz

Partnership of Parliaments
Berlin, Germany and Cracow, Poland
June 23 – July 6, 2003

Delegates:	Ms. Pat Atkinson	Mr. Don McMorris
	Ms. Doreen Hamilton	Mr. Rod Gantefoer

42nd Canadian Regional Conference
Commonwealth Parliamentary Association
Victoria, BC
July 12 – 18, 2003

Delegates:	Mr. Ron Harper	Ms. Donna Harpauer
	Mr. Andy Iwanchuk	Mr. Ben Heppner
	Ms. June Draude	Hon. Mr. Speaker Kowalsky

9th Annual Bohay Institute for Legislative Leadership Development
Madison, Wisconsin
July 11 – 15, 2003

Delegates:	Mr. Warren McCall	Mr. Milt Wakefield

58th Annual Meeting of the Midwestern Legislative Conference
Milwaukee, Wisconsin
August 24 – 27, 2003

(Kit prepared by the Saskatchewan Legislative Library in partnership with Saskatchewan Government Relations and Aboriginal Affairs.)

Delegates:	Ms. Brenda Bakken	Ms. Doreen Eagles
	Mr. Dan D'Autremont	Mr. Wayne Elhard
	Hon. Deb Higgins	Mr. Jack Hillson
	Hon. Mr. Speaker Kowalsky	Ms. Pat Lorje
	Hon. John Nilson	Hon. Andrew Thomson
	Mr. Milt Wakefield	Mr. Daryl Wiberg
	Ms. Linda Spence	Ms. Margaret Tulloch
	Mr. David Christopherson	Ms. Debbie Saum

Canadian Council of Public Accounts Conference
Winnipeg, Manitoba
September 14 – 16, 2003

Delegates:	Mr. Ron Harper	Ms. June Draude
	Mr. Ken Krawetz	Mr. Andy Iwanchuk
	Ms. Margaret Woods	

49th Commonwealth Parliamentary Conference
Partnership for Global Peace and Prosperity
Dhaka, Bangladesh
October 4 – 12, 2003

Delegates:	Ms. Gwenn Ronyk	Mr. Keith Goulet

US/Canada Agricultural Trade
Commonwealth Parliamentary Association/Centre for Legislative Exchange
Washington DC/Annapolis Maryland
March 9 – 11, 2004

Delegates:	Mr. Lyle Stewart	Mr. Warren McCall

3.5 Clientele and Service Policy

Goal of the Legislative Library

The goal of the Legislative Library is to provide information and reference services to Members of the Legislative Assembly. It strives to achieve this goal by acquiring, cataloguing, servicing and preserving books, newspapers, government publications and other materials to enable Members to carry out their Legislative responsibilities.

Primary Clientele

The Primary user group of the Legislative Library consists of the Members of the Legislative Assembly, caucus research staff, personal staff of Members, and other legislative servants.

Primary Clientele

1. Lieutenant Governor's Office
2. Members of the Legislative Assembly
   (a) Members' personal staff
3. Caucus research staff
4. Legislative servants
   (a) Office of the Speaker
   (b) Legislative Assembly Office
      (i) Hansard
      (ii) Television
   (c) Legislative Counsel and Law Clerk's Office
   (d) Provincial Auditor
   (e) Legislative Library
   (f) Ombudsman
   (g) Children's Advocate
   (h) Conflict of Interest Commissioner
   (i) Information and Privacy Commissioner
   (j) Chief Electoral Officer
5. Other departments in the Legislative Building
   (a) Executive Council
   (b) Ministers' Office

Services

1. Personal borrowing privileges.
2. Interlibrary loan services to acquire necessary materials not available in the Legislative Library.
3. Photocopies and microcopies of library material.
4. Computer information retrieval reference support.
5. Advanced level of reference services.
6. Library information programs such as checklists, accession lists, and other related services.

7. Accelerated acquisitions and delivery of materials using courier, long distance telephone, electronic mail and other similar means. Hand delivery of material to locations in the Legislative Building. Same-day or next-day delivery of materials located off-site or elsewhere in the city.

All service costs are absorbed by the Legislative Library.

Secondary Clientele

1. Saskatchewan civil servants.
2. Legislative press gallery.
3. Courts
4. Universities
5. Researchers
6. Lawyers (private practice)
7. Private business
8. General public

Services

1. Use of library materials within the Legislative Library.
   (a) Saskatchewan civil servants are encouraged to use their own departmental libraries, where these exist. Material not available in departmental libraries may be requested using the interlibrary loan process. Where there is no established departmental library, civil servants may request personal borrowing privileges on the understanding that Library rules for loan periods and return of materials will be complied with.
   (b) Researchers from outside the Saskatchewan government requiring access to the Legislative Library for materials not available from other libraries may register as a special borrower for the duration of the research project, on the understanding that the rules for loan periods and return of materials must be complied with.
   (c) All other requests for personal borrowing will be referred to appropriate public or corporate library.
2. Photocopies and microcopies of Library materials at cost.
3. Basic reference service.
4. Provision of Legislative Library material located outside the Legislative Building on a batch basis.

Established by the Board of Internal Economy 1983

revised March 2000

International Special Librarian's Day Open House
April 10, 2003

Traci Willis and Joelle Perras present Marian Powell with the book Louis Riel: A Comic-Strip Biography by Chester Brown *as a gift*

2003/2004 Legislative Library Staff